

Covid Pre- Arrival Osborne

Thank you for choosing to stay at Osborne House. We very much look forward to welcoming you and wanted to inform you of some of the ongoing protocols to make your stay with us as safe and comfortable as possible.

Our ultimate aim is to keep you our customers and our staff safe.

CANCELLATION- You may cancel your room with no penalty up until 11.00 am on the day of arrival- not only for your peace of mind but also not to discourage you from doing so if you feel unwell or experience COVID symptoms. If you become unwell at the hotel you will be asked to return home to self-isolate.

ARRIVAL- CAR PARKING- Please park at the rear of the property . There is one car space per suite. You can access your room via front or rear entrances. Sanitising stations at entrances.

LUGGAGE- Please leave luggage in your car until your room is ready. We can provide assistance with luggage and porter will take from car to outside of room – porter will maintain distance and not enter room.

CHECK IN –Please click the link in your confirmation/pre arrival email to complete self check in. Keys will be ready for quick pick up after 2.30 pm from bar/reception

You can, if you prefer, check in with Reception

ROOMS- We are making some modifications to room amenities Extra and enhanced cleaning is in place .

POOL AT EMPIRE - If we are able then usual times from 7.00 am to 9.30 pm and with social distancing observed. Sauna/Steam room will be in operation if permitted and use sanitising spray pre and post use. Gym in operation with distancing measures and uses sanitising spray pre and post use. Changing rooms/ pool toilets closed and kindly use facilities in your room and come changed as much as possible.

RESTAURANT – BREAKFAST- from 8.00 am to 10.00 am and continental served in your room as usual. If you wish to dine at Empire for a full cooked breakfast please come before 8.30 am or after 9.45 am as there can be a long wait when busy.

DINNER- from 4.00 pm to 8.30 pm last tables daily. Fixed price menu and no a la carte. Please book time with reception/bar.

BAR/LOUNGE- No service at the bar itself and table service only. All charges to room or contactless card payment- no cash payments – no signatures required.

HOURS OPERATION- Closed fully Sundays/Mondays and check in on these days at Empire Hotel. Tuesday to Saturday Cafe open 4.00 pm to 8.30 pm last tables. Limited room service only outside these times.

CONTACTLESS CHECK-OUT- Your bill will be put under your door the morning of departure or sent by email – one copy for yourselves and one copy to be signed and dropped in box at Reception.

Payment will be taken off card given for balance of account. (Room amount will already have been processed prior to arrival). If you have any queries about the bill kindly contact 0.

COVID – Face coverings, table size and distancing per government guidelines at time.

As you can appreciate, this is a very fluid situation and our procedures are under constant review and are updated as government guidelines change.

We thank you for your co-operation and patience and we truly look forward to welcoming you to the hotel.

Elyse & Michael & Osborne Team